Access To Care Briefing

Presented By

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SAIC

Agenda

- Overview
- Categories
- Business Rules
- CHCS MCP Appointing (Demo)
  - Non-Enrolled Booking
  - Enrolled Booking
  - Appointment Refusal
- Overview of ASCII File
- Conclusion

Access to Care Project

- The Access to Care project permits authorized users to search in both MCP and PAS for an appointment based on the appointment's Access to Care Category. The project is designed to calculate the time elapsed between a beneficiary's request for an appointment at the MTF, and the actual date/time of the scheduled appointment with a Health Care Provider. Reports may then be generated which calculate the number of appointments which met or did not meet the Access to Care Standard. This change also permits a facility to generate an ASCII file of Access to Care data for transmission to another CHCS platform.

Access To Care Categories

- The categories are:
  - **Acut**e: 1 day search
  - **Routin**e: 7 day search
  - **Wellnes**s: 30 day search
  - **Specialt**y: 30 day search
  - **Future Reques**t: 90 day search
- CHCS will calculate the time elapsed between a beneficiary's request for an appointment at the MTF, and the actual date/time of the scheduled appointment with a Health Care Provider.

Business Rules

- Access to Care calculations are based on the date/time of the appointment request to the date/time of the scheduled "Booked“ appointment.
- The appointment request time will be based on the earliest time the appointment was requested. The request time calculations will be dependent on the method used.
- The date/time the patient is scheduled ("Booked") to be seen by a HCP will be considered the date/time that the MTF's obligation to provide care is met.

CHCS MCP Appointing

```
        Scheduling Supervisor Menu
        Clerk Scheduling Menu
        Managed Care Program Menu

        Select PAS System Menu Option: Managed Care Program Menu
```

CHCS MCP Appointing (continued)

```
HMCP   Health Care Finder Menu
EMCP   Enrollment Processing Menu
DMCP   Display Patient Appointments
CMCP   Cancellation by Patient
OMCP   Outputs & Management Reports Menu
RMCP   Registration Menu
BMCP   Batch PCM Reassignment Menu
IMCP   Interactive NAS Processing Menu
AMCP   Ad Hoc Report Menu

       Select Managed Care Program Menu Option: HMCP
```

CHCS MCP Appointing (continued)

```
   AHCF   Appointment Order Processing
   BHCF   Health Care Finder Booking
   EHCF   Enter Appointment Refusals
   CHCF   Cancellation by Patient
   OHCF   Output Products
   RHCF   Health Care Finder Reports Menu
   LHCF   Print Patient Address Label

          Select Health Care Finder Menu Option: Health Care Finder Booking
```

CHCS MCP Appointing (continued)

```
HEALTH CARE FINDER BOOKING


Select PATIENT NAME: WARD,AMY L        30/123-45-678 08 Nov 19?? F
         OK? YES//
```

Non-Enrolled Booking

```
 Patient: WARD,AMY L                              DDS/FMP/SSN: 30/30/123-45-678
     Pat SSN: 382-67-1234                          Sex/DOB/Age: F/08 Nov 19??/Young!
      PatCat: USN FAM MBR AD                     Patient Type: CHAMPUS
 Elig St/End: 15Oct1995-28Feb2003           CHCS MCP Status:
Last Elig Ck: 18Oct2000@095833                  Primary OHI:
    Dir Care: Y   CHA: C   MED: N    ACV: C        Reg Code:        DMIS:
▯▯▯
```

Non-Enrolled Booking (continued)

```
                  NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                          FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                          ATC Category:
Place of Care:                                     Appt Type:
   PLOC Phone:                                     Spec Type:
     Provider:                                   Clinic Spec:
     Location:                                  Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000        Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (continued)

```
                    NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                            ATC Category:
Place of Care:                                       Appt Type:
   PLOC Phone:                                       Spec Type:
     Provider:                                     Clinic Spec:
     Location:                                   Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000         Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (continued)

```
                        NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                                FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category:
Place of Care:                                         Appt Type:
   PLOC Phone:                                         Spec Type:
     Provider:                                       Clinic Spec:
     Location:                                     Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
 * Access to Care Category
   Location
   Specialty
   Place of Care
 * Provider
   Appointment Type
+  Dates
Select PROVIDER: HAVNER,R  HAVENER,ROBERT S            322-68-1252
         OK? YES//
```

Non-Enrolled Booking (continued)

```
                        NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                                FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category:
Place of Care:                                         Appt Type:
   PLOC Phone:                                         Spec Type:
     Provider: HAVENER,ROBERT S                         nic Spec:
     Location:                                      Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (continued)

```
                      NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                            ATC Category:
Place of Care:                                       Appt Type:
   PLOC Phone:                                       Spec Type:
     Provider: HAVENER,ROBERT S                     Clinic Spec:
     Location:                                     Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
 * Access to Care Category
   Location
   Specialty
   Place of Care
 * Provider
   Appointment Type
+  Dates
Choose from:
   ACUTE                 24 Hours
   FUTURE REQUEST        90 Days
   ROUTINE                7 Days
   SPECIALTY             30 Days
   WELLNESS              30 Days

Select Access to Care Category: ACUTE
```

Non-Enrolled Booking (continued)

Acute Access to Care Category Search

```
                    NON-ENROLLEE SINGLE PATIENT BOOKING
      Patient: WARD,AMY L                          FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                        ATC Category: ACUTE (24 HOURS]
Place of Care:                                   Appt Type:
   PLOC Phone:                                   Spec Type:
     Provider: HAVENER,ROBERT S                 Clinic Spec:
     Location:                                 Provider Spec:
   Date Range: 18 Oct 2000 to 19 Oct 2000       Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (continued)

Routine Access to Care Category Search

```
 NON-ENROLLEE SINGLE PATIENT BOOKING
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                          ATC Category: ROUTINE [7 DAYS]
Place of Care:                                     Appt Type:
   PLOC Phone:                                     Spec Type:
     Provider: HAVENER,ROBERT S                   Clinic Spec:
     Location:                                   Provider Spec:
   Date Range: 24 Oct 2000 to 31 Oct 2000         Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (continued)

Wellness Access to Care Category Search

```
 NON-ENROLLEE SINGLE PATIENT BOOKING
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                          ATC Category: WELLNESS [30 DAYS]
Place of Care:                                     Appt Type:
   PLOC Phone:                                     Spec Type:
     Provider: HAVENER,ROBERT S                   Clinic Spec:
     Location:                                  Provider Spec:
   Date Range: 24 Oct 2000 to 23 Nov 2000        Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (continued)

WHAT HAPPENS IF YOU DON'T CHOOSE A CATEGORY?

```
NON-ENROLLEE MTF BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category:
Place of Care:                                         Appt Type:
   PLOC Phone:                                         Spec Type:
     Provider: HAVENER,ROBERT S                      Clinic Spec:
     Location:                                     Provider Spec:
   Date Range: 18 Oct 2000 to 18 Oct 2000           Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
  Patient Home Phone:                          Patient Duty Phone:

          Access to care category is required
Select (C)hange Search Criteria, (F)uture/Past Appts, or (Q)uit:
```

Non-Enrolled Booking (continued)

WHAT HAPPENS IF THERE ARE NO APPOINTMENTS AVAILABLE?

```
                        NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category: ACUTE
Place of Care:                                         Appt Type:
   PLOC Phone:                                         Spec Type:
     Provider: HAVENER,ROBERT S                         nic Spec:
     Location:                                      Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (continued)

```
                                FILE APPOINTMENT
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category: ACUTE
Place of Care:                                         Appt Type:
   PLOC Phone:                                         Spec Type:
     Provider: HAVENER,ROBERT S                      Clinic Spec:
     Location:                                      Provider Spec:
   Date Range: 18 Oct 2000 to 19 Oct 2000            Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▒▒▒
```

Non-Enrolled Booking (continued)

```
                        APPOINTMENT/AGREEMENT ASSOCIATION
      Patient: WARD,AMY L                                FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                                ATC Category: ACUTE
Place of Care:                                           Appt Type:
   PLOC Phone:                                           Spec Type:
     Provider: HAVENER,ROBERT S                         Clinic Spec:
     Location:                                        Provider Spec:
   Date Range: 18 Oct 2000 to 19 Oct 2000              Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
--------------------------------------------------------------------------------
   AGR  SPECIALTY TYPE              PLACE OF CARE
  *MTF  FAMILY PRACTICE/PRIMARY C   MIL FAM HLTH BE
   MTF  INTERNAL MEDICINE           MIL FAM HLTH BE
   MTF  PRIMARY CARE                MIL FAM HLTH BE
   MTF  INTERNIST                   MIL FAM HLTH BE


 All Appointments must be associated with an Agreement.
Use the SELECT key to Select the Agreement which refer to this appt
Press F9 to view Discount Summaries or Place of Care
```

Non-Enrolled Booking (continued)

```
PATIENT APPOINTMENT: WARD,AMY L                                  FILE APPOINTMENT

   WED 1920 18 Oct 00 SDA    1/0  MFHCBE   BE                    pri-im-m->17
          No reminder notice will be sent. Hand-carry Patient records.
                    O/S Rec Loc: NNMC OUTPATIENT RECORDS-NNMC BETHESDA. MD

                  Clinic Message: If appt booked 24ORD-TYPE OF PHYSICAL
   Clinic/Appt Type Instructions: bring record
                 Provider Message: Bring health record
 Provider/Appt Type Instructions:
                   Arrival Message: 15 minutes
             Registration Comment: TPC

                     MEPRS Code: BHAA
               Requesting Service:
                      Referred By:
             Send Reminder Notice: NO
              Appointment Comment:
           Reason for Appointment:


Ask for Help = HELP     Screen Exit = F10     File/Exit = DO         INSERT OFF
```

Enrolled Booking

```
HEALTH CARE FINDER BOOKING



Select PATIENT NAME: DUCK,DONALD WAYNE
                                        20/987-65-4321 14 Dec 1965 M NE6
        OK? YES//
```

Enrolled Booking (continued)

```
HEALTH CARE FINDER BOOKING

     Patient: DUCK,DONALD WAYNE                DDS/FMP/SSN: 20/20/987-65-4321
     Pat SSN: 987-65-4321                      Sex/DOB/Age: M/14 Dec 1965/34Y
      PatCat: USN ACTIVE DUTY                 Patient Type: MCP/ACTIVE DUTY
 Elig St/End: 07Dec1998-24Aug2004           CHCS MCP Status: ENROLLED
Last Elig Ck: 18Oct2000@100458                Enroll St/End: 20Aug1997-24Aug2004
    Dir Care: Y   CHA: N   MED: N    ACV: A        Reg Code: 01     DMIS: 0067
         PCM: MIL FAM HLTH CTR BE G  Case Mgmt: No  PCM Ph#: (301) 295-0196
    PCM PLOC: MIL FAM HLTH BE                   PCM Location: DIRECT CARE
▯▯▯
```

Enrolled Booking (continued)

```
 PCM MTF BOOKING SEARCH CRITERIA
      Patient: DUCK,DONALD WAYNE                      FMP/SSN: 20/987-65-4321
 Patient Type: MCP/ACTIVE DUTY                   ATC Category:
Place of Care: MIL FAM HLTH BE/NNMC                 Appt Type:
   PLOC Phone: (301) 295-0196                       Spec Type:
     Provider: MIL FAM HLTH CTR BE GRP             Clinic Spec:
     Location: 20889                             Provider Spec:
   Date Range: 20 Oct 2000 to 01 May 2022         Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Enrolled Booking (continued)

```
PCM MTF BOOKING SEARCH CRITERIA
      Patient: DUCK,DONALD WAYNE                    FMP/SSN: 20/987-65-4321
 Patient Type: MCP/ACTIVE DUTY                  ATC Category: ACUTE
Place of Care: MIL FAM HLTH BE/NNMC                Appt Type:
   PLOC Phone: (301) 295-0196                      Spec Type:
     Provider: MIL FAM HLTH CTR BE GRP            Clinic Spec:
     Location: 20889                            Provider Spec:
   Date Range: 20 Oct 2000 to 21 Oct 2000        Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
-------------------------------------------------------------------------------
   Provider                                  Provider Specialty
□□□
```

Enrolled Booking (continued)

```
 PCM MTF BOOKING SEARCH CRITERIA
      Patient:DUCK,DONALD WAYNE                        FMP/SSN: 20/987-65-4321
 Patient Type: MCP/ACTIVE DUTY                    ATC Category: ACUTE
Place of Care: MIL FAM HLTH BE/NNMC                  Appt Type:
   PLOC Phone: (301) 295-0196                        Spec Type:
     Provider:                                      Clinic Spec:
     Location: 20889                               Provider Spec:
   Date Range: 20 Oct 2000 to 21 Oct 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
```

FRI 1540 20 Oct 00 SDA 1/0 BE OUYANG,D pri-gmo-m->4

```
Use SELECT key to select appointment(s) to be booked
Press F9 to view additional appointment data
```

Enrolled Booking (continued)

```
 FILE APPOINTMENT
      Patient:DUCK,DONALD WAYNE                        FMP/SSN: 20/987-65-4321
 Patient Type: MCP/ACTIVE DUTY                    ATC Category: ACUTE
Place of Care: MIL FAM HLTH BE/NNMC                  Appt Type:
   PLOC Phone: (301) 295-0196                        Spec Type:
     Provider:                                      Clinic Spec:
     Location: 20889                               Provider Spec:
   Date Range: 20 Oct 2000 to 21 Oct 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Enrolled Booking (continued)

```
PATIENT APPOINTMENT:DUCK,DONALD WAYNE                          FILE APPOINTMENT

       FRI 1540 20 Oct 00 SDA    1/0   BE   OUYANG,D        pri-gmo-m->4
           No reminder notice will be sent. Hand-carry Patient records.
                     O/S Rec Loc: NNMC MILITARY MEDICINE RECORDS-NNMC BETHESDA

                  Clinic Message: If appt booked 24ORD-TYPE OF PHYSICAL
   Clinic/Appt Type Instructions: bring record
                Provider Message: bring record
 Provider/Appt Type Instructions:
                 Arrival Message: 15 minutes
            Registration Comment: PCM=VASQUEZ,TITO L

                     MEPRS Code: BHAA
              Requesting Service:
                    Referred By:
            Send Reminder Notice: NO
             Appointment Comment:
          Reason for Appointment:


Ask for Help = HELP     Screen Exit = F10     File/Exit = DO         INSERT OFF
```

Appointment Refusal

```
 NON-ENROLLEE MTF BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category: ACUTE
Place of Care:                                         Appt Type:
   PLOC Phone:                                         Spec Type:
     Provider: HAVENER,ROBERT S                       Clinic Spec:
     Location:                                       Provider Spec:
   Date Range: 24 Oct 2000 to 25 Oct 2000             Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
```

Patient Home Phone: **703-256-0045** Patient Duty Phone: **301-295-5012**

Select (C)hange Search Criteria, (M)TF Booking, (B)rowse, (A)ppt Refusal,
(F)uture/Past Appts, or (Q)uit:

Appointment Refusal (continued)

```
  APPOINTMENT REFUSALS
           Patient: WARD,AMY L                        FMP/SSN: 30/123-45-678
  Patient Category: USN FAM MBR AD                    Pat SSN: 382-67-1234
           DOB/Age: 08 Nov 19??/Young!                    DDS: 30
       Patient Type:                                      Sex: FEMALE
         MCP Status:
                PCM:                                PCM Phone:
Case Mgmt Provider:                                 Case Mgmt: NO
--------------------------------------------------------------------------------
  Refusal Dt/Tm  HCF              Reason for Refusal            Status
□□□
```

Appointment Refusal (continued)

```
APPOINTMENT REFUSALS: 24 Oct 2000@132809                    APPOINTMENT REFUSAL

Patient: WARD,AMY L                                  FMP/SSN: 30/123-45-678
  Patient Category: USN FAM MBR AD                   Pat SSN: 987-65-4321
           DOB/Age: 08 Nov 19??/Young!                   DDS: 30
      Patient Type:                                      Sex: FEMALE
        MCP Status:
               PCM:                                PCM Phone:
================================================================================
  Referral Number:                      Refusal Date/Time: 24 Oct 2000@1328
     ATC Category: ACUTE                         Location:
        Specialty:                               Provider: HAVENER,ROBERT S
    Place of Care:                              Prov Spec:
        Clin Spec:                                   HCF: WARD,AMY L
   Refusal Status:
     Refusal Code:
 Refused Provider:
   Refusal Reason: (Free Text)


      HCF Comment:


Ask for Help = HELP     Screen Exit = F10     File/Exit = DO         INSERT OFF
```

Appointment Refusal (continued)

```
 APPOINTMENT REFUSALS: 24 Oct 2000@132809                    APPOINTMENT REFUSAL

          Patient: WARD,AMY L                    FMP/SSN: 31/204-44-4365
 Patient Category: USN FAM MBR AD                Pat SSN: 987-65-4321
          DOB/Age: 08 Nov 19??/Young                 DDS: 30
        Case Mgmt: NO                                SEX: FEMALE
     Patient Type: CHAMPUS                   MCP STATUS:
┌──────────────────────────────────────────────────────────────────────────────┐
│This field identifies whether the appointment refused was an MTF              │
│appointment, a Non-MTF appointment, or a Network appointment.                 │
│                                                                              │
│                                                                              │
│        (L)ist of values, or (Q)uit? L                                        │
└──────────Keyboard Help = PF1,HELP─────────────────────────────────────────────┘
   Refusal Status:
     Refusal Code:
 Refused Provider:
   Refusal Reason: (Free Text)


      HCF Comment:


                                                                  INSERT OFF
```

Appointment Refusal (continued)

```
 APPOINTMENT REFUSALS: 24 Oct 2000@132809                    APPOINTMENT REFUSAL

          Patient: WARD,AMY L                    FMP/SSN: 31/204-44-4365
 Patient Category: USN FAM MBR AD                Pat SSN: 987-65-4321
          DOB/Age: 08 Nov 19??/Young                 DDS: 30
        Case Mgmt: NO                                SEX: FEMALE
     Patient Type: CHAMPUS                  MCP STATUS:
              PCM:                           PCM Phone:
 ================================================================================
  0          MTF DECLINED
  1          NON-MTF DECLINED
  2          NETWORK DECLINED
  Make choice = SELECT                                Exit = F10
    Refusal Status:
      Refusal Code:
 Refused Provider:
   Refusal Reason: (Free Text)


       HCF Comment:


                                                                  INSERT OFF
```

Appointment Refusal (continued)

```
APPOINTMENT REFUSALS: 24 Oct 2000@132809                    APPOINTMENT REFUSAL

          Patient: WARD,AMY L                    FMP/SSN: 31/204-44-4365
 Patient Category: USN FAM MBR AD                Pat SSN: 987-65-4321
          DOB/Age: 08 Nov 19??/Young                 DDS: 30
        Case Mgmt: NO                                SEX: FEMALE
┌──────────────────────────────────────────────────────────────────────────┐
│This field identifies the coded MCP appointment refusal reason   that     │
│explains why the MCP patient refused an available appointment.            │
│                                                                          │
│                                                                          │
│                                                                          │
│Answer with MCP APPOINTMENT REFUSAL REASON CODE, or DESCRIPTION           │
│        (L)ist of values, or (Q)uit? L                                    │
└──────────Keyboard Help = PF1,HELP─────────────────────────────────────────┘
     Refusal Code:
 Refused Provider:
   Refusal Reason: (Free Text)


      HCF Comment:
```

Appointment Refusal (continued)

```
APPOINTMENT REFUSALS: 24 Oct 2000@132809                    APPOINTMENT REFUSAL

          Patient: WARD,AMY L                    FMP/SSN: 31/204-44-4365
 Patient Category: USN FAM MBR AD                Pat SSN: 987-65-4321
          DOB/Age: 08 Nov 19??/Young                 DDS: 30
```

1 REQUESTED PROVIDER NOT AVAILABLE
2 APPOINTMENT DATE/TIME UNACCEPTABLE
3 UNHAPPY WITH MTF SERVICE/PROVIDER(S)
4 DISTANCE TOO GREAT TO TRAVEL
5 WANTED A CIVILIAN APPOINTMENT

Make choice = **SELECT** Exit = **F10**

```
     Refusal Code:
 Refused Provider:
   Refusal Reason: (Free Text)


      HCF Comment:
```

Appointment Refusal (continued)

```
APPOINTMENT REFUSALS: 24 Oct 2000@141449                    APPOINTMENT REFUSAL

          Patient: WARD,AMY L                    FMP/SSN: 30/123-45-678
 Patient Category: USN FAM MBR AD                Pat SSN: 987-65-4321
          DOB/Age: 08 Nov 19??/Young                 DDS: 30
        Case Mgmt: NO                                SEX: FEMALE
     Patient Type: CHAMPUS                   MCP STATUS:
              PCM:                            PCM Phone:
 ================================================================================
  Referral Number:                    Refusal Date/Time: 24 Oct 2000@1414
     ATC Category: ACUTE                       Location:
        Specialty:                             Provider: HAVENER,ROBERT S
    Place of Care:                            Prov Spec:
        Clin Spec:                                 HCF: WARD,AMY L
   Refusal Status: MTF DECLINED
     Refusal Code: 1  REQUESTED PROVIDER NOT AVAILABLE
 Refused Provider:
   Refusal Reason: (Free Text)


      HCF Comment:

                                                                    INSERT OFF
```

Access To Care Report

- The Access to Care Summary report is a new report designed to calculate the time between the appointment request and when the patient is seen by a provider. CHCS will calculate whether or not each appointment meets the Access to Care Standard based on the ATC Category (Acute, Routine, Wellness, Specialty) associated with the Appointment. (see handout)

Access to Care ASCII file overview

- CHCS has the ability to include information from the Access to Care Summary report in an ACSII file, which can be transmitted to and analyzed by another CHCS system or other destination. The Access to Care Report may be tasked monthly via Taskman for generation as an ASCII file and then transmitted using the Electronic Transfer Utility (ETU).

Access to Care ASCII file design

- The Taskman monthly job will capture ATC Summary report information for the host platform for the previous month.
- One ATC ASCII file per Division/DMIS will be generated.
- Each ATC ASCII file will contain ATC information for the clinics within the division.
- The ATC ASCII filename was shortened based on restrictions regarding the allowable length of a filename.

Access to Care ASCII file (cont)

- The updated Access to Care ASCII file name specification is as follows:

ATC	DDDD	RR	MTFAB	MOYYYY	MMDDYYYYNNNN	.DAT
1	2	3	4	5	6	7

Where:

1. ATC = 'Access to Care'
2. DDDD = DMIS ID
3. RR = Region Code
4. MTFAB = Medical Treatment Facility name abbreviation
5. MOYR = Month and Year of ATC Summary Data
6. MMDDYYYYNNNNN = Timestamp of Creation, where MM is month, DD is day of the month, YYYY is the year, and NNNNN is the number of elapsed seconds since midnight.
7. .DAT = 'DAT' required file extension.

Variable length records will be used. Records will be delimited with the character '<CR>' (ASCII 13) and 'line feed' (ASCII 10). Data elements will be delimited with the character '<^>'

Access to Care ASCII file (cont)

- The ASCII format for each record will contain the following information:
- Group IDˆDMISIDˆRegionˆFacilityˆ Branch of Serviceˆ TRICARE statusˆDivision Departmentˆ Clinicˆ MEPRSˆProviderˆAccess to Care Categoryˆ Start Dateˆ StopDateˆ# Metˆ#Not Metˆ#Apptsˆ AvgDaysˆRefusals

Conclusion

- Access to Care released with SMMR2+.
- Sites are accruing statistics.
- Would be advantageous if sites had an SOP to assist with triage and Access to Care category assignment.
- IP Address for the Access to Care ASCII Feed.